JUN 2 6 2007

Under the Paperwork Reduction Act of 1995,

Yevgeniy Petrovykh

Case: P5063 Application No.: 09/932,033

Filling date: 08/17/2001

Art Unit: 2154 Subject;

Examiner:

Ashokkumar B. Patel

Method and Apparatus for Intelligent Routing of Instant Messaging Presence Protocol

(IMPP) Events among a Group of Customer Service Representatives

Certificate of Transmission under 37 CFR 1,8

Attention: Ashokkumar B. Patel, Examiner

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| Method o | of Transmission: Fac | simile | | CASE DOCKET NO. P5063 | | | | |
|---|--|---|---|--|------------------------------|-------------------------|-------------------|--|
| In referes | nce to application of | Yevgeniy P | 'etrovykh | | | | | |
| Serial No | 0. 09/932,033 | • | | | | | | |
| Sir: Eve | thod and Apparatuents among a Grouted herewith is and an | p of Custon | ner Service Repre | sentatives | | | ol (IMPP) | |
| ☑ No | additional fee is requi- plicant claims Small e ofee has been calculate | red. ntity status unc | der 37 CFR 1.27. | | | | | |
| | | *** | CLAIMS AS AME | NDED **** | Min | | | |
| (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) | |
| | Claims Remaining After Amendment | | Highest No. Paid For Previously | Present Extra | Rate Small Entity | Rate Large Entity | Additional Fee | |
| Total Claims | 12 | Minus | ** 42 | . 0 | \$ ₂₅ | \$ 50 | \$ 0.00 | |
| Indep Claims | 3 | Minus | *** 3 | 0 | \$ 100 | \$ 200 | \$ 0.00 | |
| ☐ Fi | rst presentation of a m | ultiple depend | lent claim | | \$ 0 | \$ 0 | \$ 0.00 | |
| ☐ Te | rminal Disclaimer Fed | es · | | | | <u></u> | \$ 0.00 | |
| Extension Fee | | 1st Month | 2ud Month | | 3rd Month | | \$ 0.00 | |
| | Total additional | for claims, ti | me extensions and di | sclaimer fees | ; | | \$ 0.00 | |
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| is enclo | charge any additional t sed. | ees or credit o | overpayment to Depo | sit Account | 50-0534 | A duplicate | of this sheet | |
| | | | Respectfully Sub | ······································ | onald R. B | · · · | | |
| ntral Coast P langar Way, itsonville, CA 1) 768-1755 | 4. 95076 | | | | nald R. Boys g. No. 35074 | | · | |

| Method | of Transmission: Facs | -117- | | | ************************************** | | |
|--|--|----------------------------------|---|------------------|--|-------------------------|-------------------|
| | | | | · | CASE DOCKI | ET NO. r | P5063 |
| | nce to application of 3 | fevgeniy P | 'etrovykh | | · | | |
| Serial No | o. 09/932 , 033 | | | | | | |
| For Me | thod and Apparatus | s for Intelli | igent Routing of Ir | nstant Mes | saging Pres | sence Protoc | ol (IMPP) |
| Sir: EV6 | ents among a Group | p of Custon | mer Service Repres | esentatives | | | |
| _ | tted herewith is and an a | | n the above-identified | l application, | , under 37 C.F | /.R. 1.312, | |
| ☐ App | additional fee is require plicant claims Small ent e fee has been calculated | ntity status und | der 37 CFR 1.27. elow. | | | . • | |
| | | *** | * CLAIMS AS AMEN | NDED **** | | | |
| (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) |
| | Claims Remaining After Amendment | | Highest No. Paid For Previously | Present Extra | Rate Small Entity | Rate Large Entity | Additional Fee |
| Total Claims | 12 | Minus | ** 42 | 0 - | \$ 25 | \$ ₅₀ | \$ 0.00 |
| Ind e p Claims | 3 | Minus | *** 3 | 0 | \$ 100 | \$ ₂₀₀ | \$ 0.00 |
| ☐ Fi | irst presentation of a mu | ultiple depen | dent claim | | \$ 0 | \$ 0 | \$ 0.00 |
| ☐ Te | erminal Disclaimer Fee | ;s | | | | | \$ 0.00 |
| Extension | n Fee | 1st Month | 2nd Month | h | ☐ 3rd M | Aonth | \$ 0.00 |
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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Art Unit: 2154

Examiner: Patel, Ashokkumar B.

In Re:

Yevgeniy Petrovykh

Case:

P5063

Serial No.: Filed: 09/932,033 08/17/2001

Subject:

Method and Apparatus for Intelligent Routing of Instant Messaging

Presence Protocol (IMPP) Events among a Group of Customer Service

Representatives

Commissioner for Patents P.O. Box 1450 Alexandria VA 22313-1450

Response E